UNADJUSTED

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Нар	by Valley Tele	ephone Company	U#:	1021	Report Year:	2020
Reporting Unit Type:	☑ Total	E	: w	Reporting I	Unit Name:	Total Company	

	Measurement (Compile n	ponthly file quarterly)		Date filed			Date filed			Date filed			Date filed	
	weasurement (Compile ii	ionthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	ř
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days	47	21	69	90	71	61		34				
Min. standard = 5 b	 -	Total # of service orders	11	5	20	17	15	16	,	11				
IVIIII. Staridard = 0 t	ous. days	Avg. # of business days	4.27	4.20				3.81	4.00	3.09		#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	11	5	20	17	15	16	8	11	11			
Installation Comm	itment	Total # of installation commitment met	11	5	19	14	12	16	8	11	11			Ì
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	1	3	3	0	0	0	0			
		% of commitment met	100%	100%	95%	82%	80%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	1.709	1.694	1,705	1,706	1,707	1,712	1703	1,700	1,689			
Customer Trouble	Report			, , , , , , , , , , , , , , , , , , , ,	,	,	, ,	,		,	,			
	T	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3.000 lines)	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines	2004	1984	1967	1967	1975	1993	1984	1978	1977			
ţa	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	46	24	14	11	12	12		22				
-	units w/ 1,001 - 2,999 lines)	% of trouble reports	2.30%	1.21%	0.71%	0.56%	0.61%	0.60%	0.91%	1.11%	1.87%	#DIV/0!	#DIV/0!	#DIV/0!
Min.	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	40	14	8	8	7	10	6	12	14			
		Total # of repair tickets restored in < 24hrs	35	13		8	7	8	5	10				
Adjusted		% of repair tickets restored ≤ 24 Hours	87.50%	92.86%	75.00%	100.00%	100.00%	80.00%	83.33%	83.33%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Re	nort	Sum of the duration of all outages (hh:mm)	604.32	78.65	130.02	39.22	25.73	277		223.32	64.85			
Min. standard = 90°		Avg. outage duration (hh:mm)	15.11	5.62	16.25	4.90	3.68	27.70	8.75	18.61		#DIV/0!	#DIV/0!	#DIV/0!
Willi. Standard = 50	70 WIGHIN 24 1113	Indicate if catastrophonc event is in a month					0.00							
Unadjusted		Total # of outage report tickets	40	14	8	8	7	10	6	12	14			
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	26	6	2	5	2	3	0	0	4			
	-	% of repair tickets restored ≤ 24 Hours	65.00%	42.86%	25.00%	62.50%	28.57%	30.00%	0.00%	0.00%	28.57%	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	1437.88	610.45	399.33	238.9	556.00	872.93	606.43	1983.53	2362.90			
		Avg. outage duration (hh:mm)	35.95	43.60	49.92	29.86	79.43	87.29	101.07	165.29	168.78	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	3	7	8	0	0	0	2	2	2			
		Monthly amount of refunds	\$ 93.97	\$ 190.57	\$ 225.66	\$ -	\$ -	\$ -	\$ 51.79	\$ 53.70	\$ 80.59			
Answer Time (Trou	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	nu option to reach live agent).	Total # of call seconds to reach live agent												
(4 11101		%<60 seconds												

Primary Utility Contact Information

Name:	Gail Long	Phone: 541-516-8210	Email: Gail.long@tdstelecom.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Happy Valley Telephone Com	pany				U#:	1010	-		Report Year:		2020	_
Reporting Unit Ty	/pe:	☐ Total Company ☐ Exchange ☐ Wire Center					Reporting Unit Na	me:		Igo				-
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile me	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	22	0	13	10	,	3	0	3	1			
nstallation Interval		Total # of service orders	4	0	3	4	3	1	0	2	1			
Min. standard = 5 bu	us. days	Avg. # of business days	5.50	#DIV/0!	4.33	2.50	2.67	3.00	#DIV/0!	1.50	1.00	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	4	0	3	4	3	1	0	2	1			
nstallation Commi	tment	Total # of installation commitment met	1	0	3	1	1	1	0	2	1			
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	2	0	0	1	0		+	
viii otanaara – oo /		% of commitment met	100%	#DIV/0!	100%	100%	33%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	271	267	267	267	266	266	265		258	#DIV/0:	#DIV/0:	#517/0:
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
7	units w/ ≥ 3,000 lines)	% of trouble reports												
dar		Total # of working lines											 	
Ë	8% (8 per 100 working lines for	Total # of working lines Total # of trouble reports											 	
units w/ 1,001 - 2,999 lines)													├	
<u>≓</u>		% of trouble reports											├	
≥	10% (10 per 100 working lines	Total # of working lines	314	313		310	309	309	308	308	309			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	13		7	2	5	1	8	5			
		% of trouble reports	1.27%	4.15%		2.26%	0.65%	1.62%	0.32%	2.60%	1.62%	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	3	12		5	1	5	0	4	0			
		Total # of repair tickets restored in ≤ 24hrs	3	11		5	1	3	0	4	0			
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	91.67%	83.33%	100.00%	100.00%	60.00%	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	11.63	67.15		26.18	2.58	258.12	0	10.22	0			
Min. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	3.88	5.60	12.11	5.24	2.58	51.62	#DIV/0!	2.56	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
		Total # of outage report tickets	3	12	6	5	1	5	0	4	0		1	
Jnadjusted		Total # of repair tickets restored in ≤ 24hrs	2	6	1	5	0	1	0	0	0			
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	67%	50%	17%	100.00%	0.00%	20.00%	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	71.58	389.60	320.68	40.15	25.8	418.80	0.00	444.53	0.00			
		Avg. outage duration (hh:mm)	23.86	32.47	53.45	8.03	25.80	83.76	#DIV/0!	111.13	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	7	0	0	0	0	0	1			
		Monthly amount of refunds	\$ -	\$ -	\$ 192.81	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 47.85			
	ole Reports, Billing & Non-Billing)													
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
					•	•			•	•	•	•		

Primary Utility Contact Information

Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Happy Valley Telephone Com	pany				U#:	1010	_		Report Year:		2020	•
Reporting Unit Ty	/pe:	☐ Total Company ☐ Exchange ☐ Wire Center					Reporting Unit Na	me:		Minersville				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile me	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	,
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	0	0	0	0	0	0	0	0	4			
Installation Interval Min. standard = 5 bu		Total # of service orders	0	0	0	0	0	0	0	0	1			
iviin. standard = 5 bu	is. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	4.00	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0	0	0	0	0	0	0	0	1			
Installation Commit	tment	Total # of installation commitment met	0	0	0	0	0	0	0	0	1			
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	54	53			52	52	52					
Customer Trouble	Report													
	·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ō	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard													 	
ä	8% (8 per 100 working lines for	Total # of working lines											ļ!	
20	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											ļ!	
M j.		% of trouble reports											 	
2	10% (10 per 100 working lines	Total # of working lines	90	89	85	83	84	87	87	87	88			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	7	0	1	0	1	1	2	1	1			
		% of trouble reports	7.78%	0.00%	1.18%	0.00%	1.19%	1.15%	2.30%	1.15%	1.14%	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	7	0	0	0	0		2	0				
A altitude at		Total # of repair tickets restored in ≤ 24hrs	6	0	•	U	0	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2	0	100,000	#PD 1/401	#DD #/01	#DD //OL
Adjusted		% of repair tickets restored ≤ 24 Hours	85.71%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	100.00%	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep Min. standard = 90%		Sum of the duration of all outages (hh:mm)	75.53	0 #DIV/(01	Ü	· ·		0.00	13.28	#DIV/OI	0.5 0.50	#DIV/OI	#DI) ((OI	#DI\ //OI
iviiri. Staridard = 90%	o Wittiili 24 fils	Avg. outage duration (hh:mm) Indicate if catastrophonc event is in a month	10.79	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	6.64	#DIV/0!	0.50	#DIV/0!	#DIV/0!	#DIV/0!
Unadjusted		Total # of outage report tickets	7	0	0	0	0	1	2	0	1			
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	3	0	0	0	0	0	0	0	1			
		% of repair tickets restored ≤ 24 Hours	43%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	0%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	554.72	0.00	0.00	0	0	67.05	209.24	0.00	0.50			
		Avg. outage duration (hh:mm)	79.25	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	67.05	104.62	#DIV/0!	0.50	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	1	0	0	0	0	0	0	0			
		Monthly amount of refunds	\$ -	\$ 39.45	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	le Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent %≤60 seconds												
		ı			Primary Utility Co	ntact Information						1	<u> </u>	I

Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

Company Name:		Happy Valley Telephone Compar	ny	•			U#:	1010	•		Report Year:		2020	
Reporting Unit Typ	pe:	☐ Total Company ☐ Exchange ☐ Wire Center					Reporting U	Init Name:		Olinda				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	ontnly, file quarterly)	lan	1st Quarter		A	2nd Quarter		lulu	3rd Quarter	Comt	0-4	4th Quarter	
nstallation Interval		Total # of business days Total # of service orders	Jan 22 6		Mar 45 16	Apr 57	May 62 11	Jun 47 13	July 32	Aug 20 7	Sept 11 7	Oct	Nov	Dec
Min. standard = 5 bus	s. days	Avg. # of business days Total # of installation commitments	3.67	4.20 5	2.81 16	5.18 11		3.62 13	4.00	2.86 7	1.57 7	#DIV/0!	#DIV/0!	#DIV/
nstallation Commit Min. standard = 95%		Total # of installation commitment met Total # of installation commitment missed % of commitment met	6 0 100%	5 0 100%		9 2 82%	10 1 91%	13 0 100%	8 0 100%	7 0 100%	7 0 100%	#DIV/0!	#DIV/0!	#DIV/
Customers		Acct # for voice or bundle, res+bus	1081	1072	1085	1089	1090	1091	1086	1085	1079	#B1470.	#B1070.	#BIV
Customer Trouble F	Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines Total # of trouble reports % of trouble reports												
Min. Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines Total # of trouble reports % of trouble reports	1220 9 0.74%	1203 5 0.42%	1196 3 0.25%	1202 3 0.25%	1208 4 0.33%	1218 3 0.25%	1211 8 0.66%	1206 4 0.33%	1202 23 1.91%	#DIV/0!	#DIV/0!	#DIV/
Σ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines Total # of trouble reports % of trouble reports												
Adjusted		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	6 100.00% 25.68	#DIV/0!	0.00%	100.00%	100.00%	100.00%	100.00%	2 1 50.00% 149.37	10 10 100.00% 43.6	#DIV/0!	#DIV/0!	#DIV/
Out of Service Repo Min. standard = 90%		Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Indicate if catastrophone event is in a month	4.28	#DIV/0!	53.12	6.02 3.01	10.18 3.39	7.77 3.89	4.72 4.72	74.69	4.36	#DIV/0!	#DIV/0!	#DIV/
Unadjusted		Total # of outage report tickets	6	0	1	2	3	2	1	2	10			
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)	2 33% 201.27 33.55	0 #DIV/0! 0.00 #DIV/0!	0 0% 56.12 56.12	0 0.00% 123.15 61.58	2 66.67% 112.83 37.61	2 100.00% 15.65 7.83	0 0% 47.43 47.43	0 0% 228.10 114.05	20% 1849.28 184.93	#DIV/0!	#DIV/0! #DIV/0!	#DIV/
Refunds		Number of customers who received refunds Monthly amount of refunds	\$ 60.72	\$ 98.42	0	0		0	\$ 10.24	0	1 \$ 32.74	#DIV/0:	#DIV/0:	#DIV/
Min. standard = 80%	e Reports, Billing & Non-Billing) of calls <60 seconds to reach option to reach live agent).	Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent %≤60 seconds												
			•	Prima	ry Utility Co	ntact Inform	ation						,	

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Happy Valley Telephone Company	U#:	1010	Report Year:	2020
Reporting Unit Type:	□ Total Company ☑ Exchange □ Wire Center	Reporting Unit Name:		Platina	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	3	0	0	0	0	0	0	0	1			
Installation Interval		Total # of service orders	1	0	0	0	0	0	0	0	1			
Min. standard = 5 bu	is. days	Avg. # of business days	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	0	0	0	0	0	0	0	1			
Installation Commit	tment	Total # of installation commitment met	1	0	0	0	0	0	0	0	1			
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	57	57	57	56	56						#B1170.	#B1170.
Customer Trouble F	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
anda	8% (8 per 100 working lines for	Total # of working lines												1
ta ta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
97	units w/ 1,001 - 2,999 inles/	% of trouble reports												
Ē Ë		Total # of working lines	91	92	92	91	91	91	91	91	91			
	10% (10 per 100 working lines	Total # of trouble reports	0	0	0	0	0	0	0	1	1			
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.10%	1.10%	#DIV/0!	#DIV/0!	#DIV/0!
	L	Total # of outage report tickets	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0078	1.1078	1.10%	#DIV/0:	#DIV/0:	#DIV/0:
		Total # of repair tickets restored in < 24hrs	0	0	0	0	n	0	0	1	0			
A		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted		Sum of the duration of all outages (hh:mm)	#BIV/0:	#BIV/0.	#BIV/0.	#BIV/0.	#BIV/0.	#B1V/0.	#D1770.	5.2		#B1170.	#DIV/O.	#DIV/0.
Out of Service Repo		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	5.20		#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90%		Indicate if catastrophonc event is in a month	<i>11.5117</i> ,0.	<i>#5.</i> 17,0.	<i>#51176</i> .	<i>#51170</i> :	#B1476.	<i>"51176</i> .	#B1170:	0.20	#B1470.	1121170.	#B1476.	
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0	0	1	0			
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	O	O	0			
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0	0	0	0.00	173.72	0.00			
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	173.72	#DIV/0!	#DIV/0!	0.00	#DIV/0!
Refunds		Number of customers who received refunds	1	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	\$ 33.25	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	le Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
	- /	%< 60 seconds												
		_												
													-	

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Happy Valley Tel	ephone Company	U#:	1010	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☐ E xchange	☐ Wire Center	Reporting Unit Name:		Trinity Center	

Installation Interval Total # of business days			41.00		Date filed			Date filed			Date filed			Date filed	
Statistication Interval Total of Decisiones days 0 0 11 23 1 11 0 11 5 1 1 1 1 1 1 1		Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
Installation Interval Total of order contests 0 0 1 2 1 2 0 2 1 1 2 2				Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Mon. standard = 5 bus. days Total # of service orders	l		Total # of business days	0	0	11	23	1	11	0	11	5			
Avg. 2 of business days			Total # of service orders	0	0	1	2	1	2	0	2	1			
Installation Commitment Total and Installation Commitment met Total and Installa	IVIIII. Standard = 5 D	ous. days	Avg. # of business days	#DIV/0!	#DIV/0!	11.00	11.50	1.00	5.50	#DIV/0!	5.50	5.00	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 95% commitment mee Total # of installation commitment missed 5 0 0 1 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0			Total # of installation commitments	0	0	1	2	1	2	0	2	1			í
Customers Act # For vice or bundle, res+bus 246 245 243 243 245 247 244 243 242 245	Installation Comm	itment	Total # of installation commitment met	0	0	0	1	1	2	0	2	1			Ĭ
Customers	Min. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	1	1	0	0	0	0	0			
Customer Trouble Report Sk (6 per 100 working lines for units w 2 3,000 lines) Total of throuble reports To			% of commitment met	#DIV/0!	#DIV/0!	0%	50%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
Total a of working lines for units wi ≥ 3,000 lines) Signature Signatur	Customers		Acct # for voice or bundle, res+bus	246	245	243		243	247	244	244 243 242				
Second S	Customer Trouble	Report													
Second S			Total # of working lines												i
8% (8 per 100 working lines to units w/ 1,001 -2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10															
Total # of trouble reports 10% (10 per 100 working lines 104 # of trouble reports 26	ard	units w/ ≥ 3,000 lines)	% of trouble reports												
Total # of trouble reports 10% (10 per 100 working lines 10 for units w/ \$1,000 lines) Total # of trouble reports 28	2	8% (8 per 100 working lines for	Total # of working lines												l
Section Sec	Sta		Total # of trouble reports												
10% (10 per 100 working lines 203 201 203 2	يّ خ	unito w/ 1,001 2,000 inico/	% of trouble reports												
Total # of trouble reports for units w' ≤ 1,000 lines) Total # of trouble reports Adjusted Out of Service Report Unadjusted Out of Service Report Unadjusted Out of Service Report Out of Service Report Unadjusted Out of Service Report Out of Ser	Ē	400/ /40 400	Total # of working lines	289	287	284	281	283	288	287	286	287			Ĭ
Out of Service Report Total # of outage report tickets 24 2 1 1 3 2 2 4 3 3 4 4 4 5 5 5 5 5 5 5					6	4	1	5	3	7	8	7			
Adjusted Adjusted Adjusted Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Unadjusted Out of Service Report Count of Service Report Avg. outage duration of all outages (hh:mm) Total # of repair tickets restored ≤ 24 Hours Avg. outage duration of all outages (h:mm) Total # of repair tickets restored ≤ 24 Hours Avg. outage duration of all outages (h:mm) Total # of repair tickets restored in ≤ 24 Hours Avg. outage duration of all outages (h:mm) Total # of repair tickets restored in ≤ 24 Hours Avg. outage duration of all outages (h:mm) Total # of repair tickets restored in ≤ 24 Hours Sum of the duration of all outages (h:mm) Total # of repair tickets restored in ≤ 24 Hours Sum of the duration of all outages (h:mm) Total # of repair tickets restored in ≤ 24 Hours Sum of the duration of all outages (h:mm) Avg. outage duration (h:mm) Total # of repair tickets restored in ≤ 24 Hours Sum of the duration of all outages (h:mm) Avg. outage duration (h:mm) Event of the duration of all outages (h:mm) Avg. outage duration (h:mm) Avg.		for units w/ ≤ 1,000 lines)			2 09%	1 41%	0.36%	1 77%	1 04%	2 44%	2 80%	2 44%	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Sum of the duration of all outages (hh.mm) Adjusted Out of Service Report Winadjusted Out of Service Report Unadjusted Out of Service Report Unadjusted Out of Service Report Unadjusted Out of Service Report Unadjusted Out of Service Report Unadjusted Out of Service Report Total # of outage report tickets 24 2 1 1 1 3 2 2 3 5.56 11.50 11.71 6.92 #DIV/0! #DIV/					2	1	1	3	2	3	5	3			
Adjusted Out of Service Report Sum of the duration of all outages (hh.mm) Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Unadjusted Out of Service Report Fotal # of outage report tickets Unadjusted Out of Service Report Out of Service Report Unadjusted Out of Service Report Fotal # of outage report tickets 24 2 1 1 1 3 2 2 3 5 5 6 11.50 11.71 6.92 #DIV/0! #DIV					2	1	1	3	2	2	4	3			
Out of Service Report Sum of the duration of all outages (hh:mm) 491.48 11.5 4.23 7.02 12.97 11.12 34.5 58.53 20.75 Min. standard = 90% within 24 hrs Avg. outage duration (h:mm) 20.48 5.75 4.23 7.02 4.32 5.56 11.50 11.71 6.92 #DIV/0! #DI	Adjusted			83.33%	100.00%	100.00%	100.00%	100.00%	100.00%	66.67%	80.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 20.48 5.75 4.23 7.02 4.32 5.56 11.50 11.71 6.92 #DIV/0!		port	Sum of the duration of all outages (hh:mm)	491.48	11.5	4.23	7.02	12.97	11.12	34.5	58.53	20.75			
Unadjusted Out of Service Report Total # of outage report tickets 24 2 1 1 1 3 2 3 5 3 Total # of repair tickets restored in ≤ 24hrs 9 of repair tickets restored ≤ 24 Hours 9 of repair tickets restored ≤ 24 Hours 9 of repair tickets restored ≤ 24 Hours 9 of the duration of all outages (hh:mm) 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			Avg. outage duration (hh:mm)	20.48	5.75	4.23	7.02	4.32	5.56	11.50	11.71	6.92	#DIV/0!	#DIV/0!	#DIV/0!
Unadjusted Total # of repair tickets restored in ≤ 24hrs 19 0 1 0 0 0 0 0 0 0 0			Indicate if catastrophonc event is in a month												
Out of Service Report Total # of repair tickets restored in ≤ 24hrs 19 0 1 0 1 1 0 0 0 0 1 2 0 <	Unadiusted		Total # of outage report tickets	24	2	1	1	3	2	3	5	3			
% of repair tickets restored \$ 24 Hours 79% 0% 100% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 33% #DIV/0! #		port			0	1	0	0	0	0	0	1			
Avg. outage duration (hh:mm) Refunds Number of customers who received refunds Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent). Are funds Are outage duration (hh:mm) 25.43 110.43 22.52 75.60 139.12 185.73 116.59 227.44 171.03 #DIV/0! #DIV/DIVIDEDES #DIV/O! #DIV/O! #DIV/O! #DIV/DIVIDEDES #DI			% of repair tickets restored ≤ 24 Hours	79%		100%	0.00%	0.00%	0.00%	0%	0%	33%	#DIV/0!	#DIV/0!	#DIV/0!
Refunds Number of customers who received refunds 0 2 1 0 0 0 1 2 0 Answer Time (Trouble Reports, Billing & Non-Billing) Monthly amount of refunds \$ - \$ 52.70 \$ 32.85 \$ - \$ - \$ 41.55 \$ 53.70 \$ - Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent). Total # of calls seconds to reach live agent Total # of call seconds to reach live agent			Sum of the duration of all outages (hh:mm)	610.32	220.85	22.52	75.6	417.37	371.45	349.77	1137.18	513.10			i
Monthly amount of refunds \$ - \$ 52.70 \$ 32.85 \$ - \$ - \$ - \$ 41.55 \$ 53.70 \$ - \$				25.43	110.43	22.52	75.60	139.12	185.73	116.59	227.44	171.03	#DIV/0!	#DIV/0!	#DIV/0!
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach live agent (w/a menu option to reach live agent). Total # of calls for TR, Billing & Non-Billing Total # of calls seconds to reach live agent	Refunds		Number of customers who received refunds	0	2	1	0	0	0	1	2	0			
Min. standard = 80% of calls < 60 seconds to reach live agent). Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent (w/a menu option to reach live agent).			Monthly amount of refunds	\$ -	\$ 52.70	\$ 32.85	\$ -	\$ -	\$ -	\$ 41.55	\$ 53.70	\$ -			
live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent	Answer Time (Trou	ble Reports, Billing & Non-Billing)													1
	Min. standard = 80°	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	live agent (w/a men	nu option to reach live agent).	Total # of call seconds to reach live agent												i
		- ,													i

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O.